



富豪酒店國際控股有限公司

Regal Hotels
International Holdings Limited

(Incorporated in Bermuda with limited liability)
(Stock Code : 78)

2016

Environmental, Social and Governance Report





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About this Report

REPORTING STANDARDS

This report was prepared in accordance with the “comply or explain” provision set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Listing Rules”). To meet the standard, this report is prepared in adherence with the following reporting principles: Materiality, Quantitative, Balance and Consistency.

REPORTING SCOPE AND BOUNDARY

This is the first annual standalone environmental, social and governance (“ESG”) report issued by Regal Hotels International Holdings Limited (“Regal” or the “Company” and together with its subsidiaries, the “Group” or “Regal Group”). This report serves as a benchmark for improving our ESG performance. We aim at providing to our stakeholders in this report a holistic overview of our ESG impacts, and highlighting the initiatives that we have taken in those aspects at our hotels in Hong Kong and Mainland China.

REPORTING PERIOD

Unless otherwise specified, this report covers our progress and performance on ESG issues for the period from 1 January 2016 to 31 December 2016.

ACCESSIBILITY OF THE REPORT

An electronic version of the report can also be downloaded from Regal's website at: www.regal.com.hk. If you have any questions about the report or opinions on Regal's ESG performance, please feel free to contact us through relevant contact details provided in our website.

BOARD APPROVAL

This report was approved by the board of directors of the Company (the “Board”) on 27 July 2017.

Message from Our Chairman

I am pleased to present the first ESG report of the Company.

Sustainability is one of the core business values of the Regal Group. As the Chairman of the Company, our vision regarding Sustainability is “To be an internationally recognised hotel group known for its Sustainability Programme”. We started to launch our Sustainability Programme in 2011 and since then, have stayed very focused on implementing and practising our Corporate Social Responsibilities (“CSR”) initiatives.

Regal provides hotel services under four brands: ranging from all-club-floor Regal Royale, to full-service Regal Hotel, to Regal Residence that incorporates hotel and residential accommodation, as well as to select-service iclub by Regal. We treasure our long-established relationship and work very closely with our stakeholders, which include our shareholders, our guests, our associates, our business partners, our suppliers as well as citizens of the community where we operate. We continually review and enhance on our business and operation goals and strategies to meet and exceed our stakeholders’ expectation. Very importantly, every hotel that we operate for one year or more is recognised by at least one international, national or local organisation as a good CSR company.

There are three pillars in the Regal Group Sustainability Programme – Environmental Responsibility, Social Responsibility and Economic Responsibility. Environmental Responsibility covers, among others, carbon reduction programmes, energy saving programmes, water conservation programmes and waste management programmes. Social Responsibility includes, but is not limited to, the continuous support on community service projects in our community. Economic Responsibility encompasses the usual maximisation of profit to investors and shareholders, development of employees, implementation of equal employment opportunity practices, creation of local employment as well as supporting the growth of the local economy where we operate.

On Environmental Responsibility, Regal Group continually seeks to reduce our impact to the environment basing on the 5-R Principle – Reuse, Reduce, Recycle, Reform and Reject. We have implemented “We Love Our Planet” programme many years ago, engaging our associates, our guests and our business partners to advance works to preserve our planet Earth.

On Social Responsibility, amongst a variety of community service projects that we support year-on-year, our Group is very focused on sponsoring projects that are youth and/or health-related. For all the good works that we do, Regal Group has been selected as a caring company by The Hong Kong Council of Social Service for more than 10 years.

On Economic Responsibility, we aim to create value by maximising revenue and minimising costs. Moreover, Regal Group has implemented a lot of initiatives in enhancing guest services and products, in providing equal employment opportunity environment for associates and in developing their potentials, in exploiting technology, in improving work efficiency, in implementing economy of scale, in supporting local vocational training and in engaging local partners where we operate.

All of us in the Regal Group are committed to adhering to our Sustainability Programmes in order to create long-term rewarding value for our stakeholders. I take this occasion to express my gratitude for the support of our stakeholders in the past years and sincerely hope that they will continue to support us in our sustainability journey.

LO YUK SUI
Chairman

Hong Kong
27 July 2017

About Regal Hotels International Holdings Limited

OUR BUSINESS

Regal Group's significant investments and principal business activities mainly comprise hotel ownership business undertaken through Regal Real Estate investment Trust ("Regal REIT", a listed subsidiary of the Company), hotel operation and management businesses, asset management of Regal REIT, property development and investment, including those undertaken through the joint venture in P&R Holdings Limited ("P&R Holdings") that is 50% owned by the Group, aircraft ownership and leasing business, and other investments including financial assets investments.

Though the investments and businesses of the Group are diversified, hotel operation and management businesses remain to be the core business of the Group, generating the most significant part of the Group's overall revenues. Accordingly, the ESG issues covered in this report have mainly been focused on the Group's hotel operations.



MISSION

- Sustainable Growth
- Maximisation of Profit
- Quality Management System
- Innovative Marketing
- Recognition as a Preferred Hotel Employer
- Guest Satisfaction



CORE VALUES

- Passion and Ownership
- Innovation
- Continuous Improvement
- Quality
- Teamwork
- Initiation



OUR BRAND

Listed in Hong Kong in 1980, the Group is one of the largest hotel operators in Hong Kong. Including the hotels under the management of the Group as well as those under construction, there will be over 10,000 rooms and 90 restaurants and bars under the Regal brand. As we look ahead, we will continue to pursue our goal of being a leading reputable hotel group in the Asia Pacific region – preferred by employees and guests worldwide.

Sustainability serves as a foundation for our goal of being a leading hotel group and meeting our objective to expand our portfolio into first and second tier cities in China. We strive to integrate sustainability into our business by upholding our core values.

The Group’s hotels are operated under several brands including Regal Royale, Regal, Regal Residence and iclub, serving different demand from business to leisure and providing full and select-services to our guests.



Regal Royale

A Super Deluxe brand offers all Club Floor guest service experience equipped with world-class and state-of-the-art hotel facilities.

Regal

Elegant and upscale, Regal Hotel offers full-service accommodation with various Food & Beverage choices, entertainment venues and conference facilities.

Regal Residence

It incorporates hotel and residential features, providing guests with the convenience and amenities of a hotel while retaining privacy and home-away-from-home comfort for an extended stay.

iclub

Select-service eco hotels at prime locations with tech-savvy facilities that are designed for optimum functionality.

OUR PRESENCE

Locations

There are a total of nine operating hotels under the Regal brand in Hong Kong (including the iclub Ma Tau Wai Hotel soft opened in May 2017, which is presently owned by P&R Holdings and proposed to be acquired by Regal REIT), four hotels in Shanghai, two hotels in Dezhou and one hotel in Foshan, Xi’an and Zhengzhou respectively. Our current portfolio of hotels includes a good mix of full-service and select-service hotels in various strategic locations. We believe our hotels cater to a wide range of business and leisure visitors. Two more new hotels in Hong Kong, iclub Mong Kok Hotel and iclub Soho Hotel, are currently under construction by P&R Holdings. Furthermore, in February 2017, the Group was awarded the contract for the development of a hotel project at the SKYCITY at the Hong Kong International Airport. These hotels, when completed, will further strengthen the market presence of the Group's hotel network in Hong Kong. We are also active in our business development in Mainland China through hotel management. Our new hotel in Chengdu (owned by Cosmopolitan International Holdings Limited, a listed fellow subsidiary of the Company, and to be managed by the Group) and two managed hotels in Kunshan and Jiangmen owned by independent owners will come on stream within the next two years.



Hong Kong

- Regal Airport Hotel
- Regal Hongkong Hotel
- Regal Kowloon Hotel
- Regal Oriental Hotel
- Regal Riverside Hotel
- iclub Fortress Hill Hotel
- iclub Ma Tau Wai Hotel
- iclub Sheung Wan Hotel
- iclub Wan Chai Hotel
- iclub Mong Kok Hotel (2018)
- iclub Soho Hotel (2019)
- the new SKYCITY Hotel project (2021)

Shanghai

- Regal International East Asia Hotel
- Regal Jinfeng Hotel
- Regal Plaza Hotel & Residence
- Regal Shanghai East Asia Hotel

Dezhou

- Regal Kangbo Hotel
- Regal Kangbo Hotel & Residence

Foshan

- Regal Financial Centre Hotel

Xi'an

- Regal Airport Hotel, Xi'an

Zhengzhou

- iclub Yuhong Hotel

Chengdu

- Regal Xindu Hotel (2018)

Jiangmen

- a Regal Hotel (2018)

Kunshan

- Regal Huaqiao Hotel (2018)



Our ESG Approach

Regal has developed a deliberate vision towards achieving sustainability: to be an internationally recognised hotel group known for its Sustainability Programmes. Targeting at environmental, social and economic sustainability, our Sustainability Programmes present a three-pillar approach to driving change in our business:

1. Environmental Responsibility Programmes – include but are not limited to carbon reduction programmes, energy saving programmes, water conservation programmes and waste management programmes. We also focus on 5-Rs – Reuse, Reduce, Recycle, Reform and Reject – in our environmental area.
2. Social Responsibility Programmes – include but are not limited to practices of employing ethnic and physically handicapped citizens, as well as supporting health, medical and literacy projects in our community. We also focus on youth development and health/medical projects in our social area.
3. Economic Responsibility Programmes – include but are not limited to the usual maximisation of revenue and minimisation of cost business practices, delivering maximum profit to investors and shareholders, creation of local employment, development of employees and implementation of equal employment opportunity practices. We also focus on delivering quality products and services, enhancing work efficiency, exploiting technology and automation, implementing economy of scale and engaging with local partners.

We are fully committed to sustainability management at every Regal Hotel regardless of whether the hotel is under our management or under the Group's ownership. Each of our core values feed into how we execute our policies to strive for sustainability.

Our sustainability core values and commitments:

- To implement Green Programmes inside and outside of the work place;
- To launch a minimum of one significant Humanitarian Service Project per business unit per year focusing on Youth Development & Health Enhancement in communities where we operate;
- To be a financially responsible Group accountable to our shareholders;
- To implement sustainable Economic and Community Development Programmes where we operate;
- To engage our guests, associates and their families in all our sustainability efforts; and
- To engage internationally recognised certification organisations to measure our sustainability performance and development.

Regal is committed to contributing to the communities in which it operates. Our approach to sustainable development is designed to enable the establishment of a series of complementary programmes that can be deployed across the Group and realise our core value of pursuing excellence across our operations. Through Group initiatives and cooperative efforts, we strive to establish a solid basis and attain both social and environmental sustainability throughout our management and services. In alignment with the framework and set forth in the ESG guidelines, we conduct materiality assessment to better understand our stakeholders' expectations and manage our ESG risks. This report encapsulates the highlights of our performance, contributions, achievements and goals in 2016.



CORPORATE GOVERNANCE

Good corporate governance is an issue of concern to our stakeholders. Regal has adopted the Code Provisions in the Corporate Governance Code as set out in Appendix 14 of the Listing Rules. The Board has established three board committees, namely, the Audit Committee, the Remuneration Committee and the Nomination Committee, for overseeing different functions delegated by the Board. All existing policies and practices in relation to management and corporate matters are reviewed by the Board on a regular basis for compliance with new requirements. In addition, new measures are introduced and implemented where appropriate.

More information about our governance and the Board can be found in our Annual Report 2016.

Moreover, all of our hotels have a management system at the operational level which is usually chaired by the Hotel Manager. They are responsible for establishing achievable goals that balance the needs of our community, delivering high-quality services and implementing relevant programmes. Through our corporate responsibility initiatives, we encourage effective internal communications and transparency. We are dedicated to working with guests, investors, shareholders, business and community partners, suppliers and employees in our sustainability efforts and to achieve the best we can do through collaborative work and building trust among stakeholder groups. More detailed information on the corporate governance of Regal can be accessed on our website at: www.regal.com.hk.

SUSTAINABILITY GOVERNANCE

Over the past few years, sustainability has become one of the priorities in the set objectives of the Group. Regal consults and shares our sustainability performance with key stakeholders and balances their interests with our common goals. The Group first launched the Group Sustainability Programme in 2012, which is a long-term programme covering environmental, social and economic issues.

STAKEHOLDER ENGAGEMENT

We believe that transparent and regular communications with stakeholders can drive our growth and improvement. All our hotels have developed communication channels for each of our key stakeholder groups, which are reviewed on a regular basis to ensure that all our stakeholders' views can be collected effectively. The common communication channels for each of the stakeholder groups are tabulated as below:

Stakeholder Groups		Communication Channels
Internal Stakeholder	Management	Interviews, regular meetings, ongoing engagement
	General Staff	Questionnaires, regular meetings, orientation, notice board, annual appraisal meeting, employee engagement activities
External Stakeholder	Hotel Guests	Guest satisfaction surveys, 925 Club, website and social media, day-to-day communication with front staff, customer feedback mechanism, hotlines
	Investors/Shareholders	Analyst briefing, investor meetings, general meetings, annual and interim reports, press releases/announcements
	Industrial Associations	Questionnaires, industry forums
	Suppliers/Contractors	Questionnaires, on-site evaluation visit and meetings, regular meetings
	Business/Community Partners	Questionnaires, media conferences, face-to-face meetings



MATERIALITY ASSESSMENT

During the preparation stage of our first ESG report, we commissioned an independent consultant to conduct a special survey for our stakeholders to help identify stakeholders' key areas of concerns and develop the framework of this ESG report. The independent consultant successfully collected about 160 questionnaires from our internal and external stakeholders.

Based on the findings of the survey and stakeholder interviews, observations during the site visits, together with documentation review, media review, and peer analysis, the consultant has identified 13 issues which are material to Regal. The following 13 material issues will be discussed throughout this report.



ENVIRONMENTAL

- Energy Conservation
- Waste Management



OPERATING PRACTICES

- Anti-corruption
- Product and Service Quality
- Customer Data Protection
- Customer Health and Safety
- Customer Feedback Mechanism



EMPLOYEES

- Employment Relations
- Employee Retention
- Employee Training and Development
- Occupational Health and Safety
- Labour Standard Compliance



COMMUNITY

- Community Investment

Environmental Responsibility

Environmental responsibility is fundamental for everyone to live and to thrive. We only have one planet, and it is our duty to take care of it.

COMMITMENT TO THE ENVIRONMENT

Providing a pleasant environment for everyone to enjoy is one of the goals of our hospitality operation. Beyond the decor and ambiance of our hotel premises, we strive to contribute to the well-being of our surroundings and natural environment. We are conscious of the impact our business has on the environment. Beyond simply being compliant with all relevant laws and regulations, we are determined to mitigate any impacts, protect the environment and enhance the environmental quality as far as practicable.



From Wellness to Sustainability
We Love our Planet
持續優化 愛護地球

ENVIRONMENTAL MANAGEMENT

Regal has formulated a group-wide Environmental Policy Statement for its hotels to follow. The Environmental Policy Statement is set to make sure that our operations are carried out in a legal and environmentally acceptable manner. Through constantly monitoring and reviewing our environmental performance, minimising any adverse environmental impact, enhancing our associates' environmental awareness and adopting green procurement practices, we are committed to safeguarding the environment. Additionally, most of our Hong Kong hotels have implemented the Environmental and Social Policy, which provides more guidance on environmental and social sustainability in our operation. Some of our hotels have also implemented certified Environmental Management Systems to enhance their environmental management capacity. In 2016, we adhered to all applicable laws and regulations.

Apart from policies, we have participated in EarthCheck's certification programme as part of our environmental commitment. EarthCheck, the leading environmental certification body in the travel and tourism industry, has benchmarked and assessed our environmental management and performance on energy, water, wastewater, waste, and chemical and harmful substance issues. Due to our dedicated efforts, except for the iclub Ma Tau Wai Hotel which soft opened in May 2017, all of our hotels in Hong Kong have attained EarthCheck Silver or Bronze benchmarking certifications.



EarthCheck Bronze Benchmarking



EarthCheck Silver Certified



Wastewi\$e Label: Class of Excellence



On the other hand, we are committed to implementing green programmes inside and outside of our workplaces. For example, we have been organising “We Love Our Planet” since 2012, which advances our work in sustainable development. As part of our shared commitment to make our operation more environmentally-friendly, various departments in our hotels including Engineering, Finance, Human Resources, Marketing, Operations, Project Development, Purchasing and Sales, have put various measures into practice.



The launch of the “We Love Our Planet” programme by top management of our hotel business.

CASE STUDY: LOVING OUR PLANET WITH GREEN PRACTICES

Our departments’ dedicated involvement is essential to the achievement of our environmental goals. Since the introduction of “We Love Our Planet”, our departments have adopted a wide variety of green practices in their operations to enhance the environmental sustainability of our business. Below are some notable examples:

Engineering

- Implemented the 5-R Principle (Reuse, Reduce, Recycle, Reform and Reject) within the Engineering Operation to sustain a green environment.
- Promoted the means and methodology to reduce energy consumption and conserve resources while continuing to provide a comfortable, quality guest experience.
- Promoted good management and safe usage of hazardous materials to sustain a safe and green environment.
- Maintained good indoor air quality to protect the health of associates and guests.

Finance

Implemented a waste management system together with a paperless programme to support environmental protection and inspire full utilisation of resources in an eco-friendly manner.

Human Resources

Elevated associates' and their families' awareness on environmental protection and promoted a collaborative effort in fostering an eco-friendly working environment and earth-friendly practices.



Staff participating in Wear Green Day by wearing business attire with a touch of green.

Marketing

- Supported the local characters of the cities where we operate – their environment, culture, heritage and aesthetics as well as the well-being of inhabitants.
- Led green marketing campaigns supported by our hotels.
- Created, promoted and acted as a green influencer. Educated, engaged and encouraged our associates, guests and stakeholders to be responsible citizens and travellers.

Operations

- Established environmental protection guidelines and procedures for food and beverage and room operations in order to minimise heat, light, fuel oil, power and water consumption.
- Disposed of liquid and solid waste and used chemicals in a responsible manner to eliminate/ reduce their environmental impact.
- Avoided promoting the consumption of shark fins and endangered species.
- Promoted positive messages of “sustainability” to our guests through the implementation of best practices in environmentally-friendly services.



Installation of hand dryers in washrooms



Cleaning chemical dispenser



Waste collection boxes



Waste reduction certificate from Green Point

Project Development

Promoted environmentally-friendly energy conservation and waste management elements in the new "Green Hotel" design brief to be implemented by hotel owners with the guidance of our associates.

Purchasing

- Purchased recycled and environmentally preferable products whenever practicable.
- Created a green supplier list, which includes contractors and consultants that are required to use recycled and environmentally preferable products whenever practicable.



Degradable shopping bags

Sales

- Introduced "Green Sales Products and Programmes" promoted through "Green Sales Channels" to sustain business growth and financial health.
- Engaged our guests and employees through communications and education to advance understanding and goodwill.

ENERGY AND EMISSIONS

We actively manage our energy use and greenhouse gas emissions in our operation. Every year, all Regal hotels are required to set their respective energy and carbon reduction targets, and come up with feasible measures to achieve them. To better organise our energy and carbon management, some of our hotels have adopted Energy Management System certification under ISO 50001 and Greenhouse Gas Accounting and Verification certification ISO14064. We have been an industry leader in seeking ways to manage environmental performance, with our Regal Airport Hotel being the first hotel in Hong Kong to attain the above two international standards.

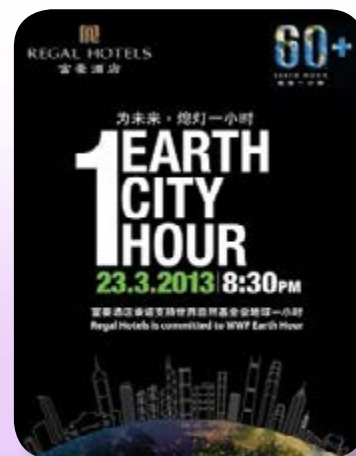
We have applied a number of measures in our operation to reduce our energy consumption. Our hotels have replaced or are in the process of replacing all less-energy-efficient lighting with LED lights. Where space heating are used in our operation, we reduce heat loss in piping by applying insulation which reduces the amount of electricity used to maintain indoor temperatures. Some of our hotels also take energy efficiency into account in their centralised air-conditioning systems. Besides hardware improvement, we have changed how we conduct our daily operation. We have also raised energy-saving awareness among our associates and ask them to switch off all lighting and electronic devices after use. On the other hand, we encourage our guests to join us in conserving energy, by providing energy-saving tips in hotel lobbies and reminders in guest rooms.

While the aforementioned energy use reduction initiatives can cut our greenhouse gas emissions, we have implemented specific measures on curbing our greenhouse gas generation. For example, most of our hotels are equipped with electric vehicle charging stations to promote low-carbon transportation. We have also phased out diesel-powered equipment and replaced it with natural gas-powered equipment which is less carbon-intensive in hotels, such as Regal International East Asia Hotel. At five of our hotels in Hong Kong, we have set up organic farms to reduce our carbon footprint and provide fresh, chemical-free herbs for our restaurants. With other measures applied to offset carbon emissions, our iclub Wan Chai Hotel was the first carbon neutral hotel in Hong Kong.

Our commitment to reducing energy consumption and carbon emissions is demonstrated by the green events we participate in and the green recognition that we have earned. Our hotels take part in Earth Hour by the World Wide Fund for Nature (WWF) to express our support for the climate change movement and environmental protection. Some of our hotels have been awarded Silver or Gold Leaf Certificates of Green Hotel by the China Tourist Hotel Star-Rating Committee for our dedicated environmental initiatives.



Volunteers in our organic farm



Regal Hotels has been taking part in the Earth Hour by WWF.

WATER MANAGEMENT

Our hotel operation relies on the use of water, from catering and cleaning to consumption by guests. As a result, proper water management is essential for us to fulfil our environmental responsibility. Apart from monitoring, several measures have been implemented to reduce our water use. For instance, we recycle air-conditioning condensate water and reuse the water for toilet flushing, and have installed automatic faucets and toilet flushers in public toilets. Our guest rooms are also equipped with dual-flush toilets which allow guests to use the right amount of water. As part of our “We Love Our Planet” initiative, we wash our guests’ linen and bath towels every third day of their stay, unless requested otherwise. This reduces our overall water consumption for laundry and minimises environmental pollution.

We are compliant with the local laws and regulations governing the use of water and wastewater discharge standards.

WASTE MANAGEMENT

We understand hospitality operation involves significant material consumption and contributes waste. Thus, we strive to enhance our ability to minimise waste generation by changing our business practices and working with our associates, guests and non-profit organisations. Apart from waste minimisation, we reuse and recycle waste as much as economically practical, and ensure the remaining waste is disposed of responsibly. We keep track of the amount of our waste generation and recycling regularly, and review the situation to enable continuous improvement.

Food from our catering service contributes major type of waste in our operation. To reduce the amount of food waste sent to landfills, we have implemented several initiatives. Minimising food waste at its source, our hotels order ingredients from suppliers with reference to the number of guests and meal reservations to minimise over-purchasing. The leftovers from our restaurants are served in our hotels’ staff canteens, given that the food items are safe for consumption. We have partnered with Foodlink Foundation – Hong Kong’s leading hunger relief charity – to help minimise food wastage at some of our hotels in Hong Kong. We have also collected food waste generated on our hotels’ premises and engaged qualified vendors for food waste recycling.

Our hazardous waste mainly comes from chemicals and cleaning products. To allow an eco-friendly operation, we procure chemicals and cleaning products with eco-certificates or labels. In addition, these products can be harmful to the environment if they are not handled properly. We have set out a protocol related to hazardous materials and waste storage and handling for our associates to follow.

Social Responsibility

We care for our people, and extend our love to the society. By bringing people together and creating a difference, we make our community and the wider society better places for everyone.

Regal endeavours to be a leading corporate citizen in the communities where we operate. Our community is regarded as an essential element in demonstrating our social responsibility, which is one of the pillars of our long-term sustainability programme. We are not only creating better memories for our guests, but also better communities for citizens to live in. We believe that continuous monitoring by our Social Responsibility Steering Committee, chaired by the Chief Operating Officer and supported by all Heads of Function, provides a focus for our journey towards sustainability. The Committee identified four social responsibility focuses: Associate Advancement, Youth Development, Health Enhancement and Social Inclusion.



INTEGRITY AT WORK

To ensure the highest standards of honesty and integrity in our operations, we strive to maintain a bribery and corruption free workplace. We communicate with our associates on anti-corruption measures and controls through the policies set out in our Employee Handbook. The Handbook provides definitions and scenario descriptions, such as gifts and gratuities, to educate our employees on how corruption can be prevented in our daily operations. Any employee who is found to be involved in corruption or bribery is subject to disciplinary action or immediate termination. Similarly, for activities such as procurement, related parties are expected to be free of interests or relationships. If our employees are affiliated with other businesses, they are required to disclose that information to the Group. Otherwise, it may result in disciplinary action or immediate termination.

As an ongoing effort to prevent bribery and corruption from occurring in our workplace, we have arranged ICAC talks periodically for our associates to refresh their understanding. Although they have been implemented to safeguard the interests of Regal, these measures are pivotal to creating a clean and well-functioning working environment. We comply with all relevant laws and regulations, and no legal cases regarding corrupt practices brought against the Group or its employees were recorded in 2016.

Associates can voice their grievances to immediate supervisors or management. A grievance mechanism has been put in place for our associates to raise their concerns. All concerns are carefully handled and management is mandated to respond to enquiries within a given timeframe.

Although we are exposed to limited risk of employing child and forced labour, we treat this issue seriously and are compliant with all relevant laws and regulations.

WORKPLACE SAFETY AND HEALTH

As a caring employer, workplace safety and health is the least that we can offer to our dedicated associates. From room cleaning and catering to engineering and renovation work, any hospitality operation is vulnerable to occupational safety hazards. Recognising the importance of planning health and safety into all of our hotel operations to avoid injuries, damage to property and lost-time, we have published a Safety Manual to outline the management, control and coordination of work to protect our employees' health, safety and welfare. Responding to the relevant health and safety legal requirements, a Safety Policy has been implemented in all operations. A Safety Committee has been established to assist the Hotel General Manager to review the implementation of the Safety Manual at least once a month. The policy is reviewed periodically to keep up with the latest developments in workplace safety and health, and regulations.

Apart from the policy, we have a series of programmes in place to enhance our workplace safety and health. Through inspections, job hazard analysis, monitoring and safety audits, and implementing safety management systems and accident prevention measures, we strive to minimise workplace safety and health risk. A safety management system has been maintained to comply with all relevant laws and regulations. We also have Safety and Security Officers to identify any potential hazards and recommend alternatives at the operational level. Our hotels are required to maintain adequate personal protective equipment and first aid materials. With our health assurance programme, we also arrange pre-job and regular medical examinations for employees who are exposed to health hazards to ensure their physical well-being. To safeguard the overall safety and health in our workplace, personnel found not following the safety rules and practices may be penalised.

Safety training is another measure we have promoted to create a safe and healthy workplace. All our associates engaging in work with occupational safety risk receive job safety training. We also invite external parties to provide training to supervisory and managerial personnel, and trainers to further the application of their safety knowledge in our daily operation. In terms of emergency preparedness, we appoint an adequate number of suitably trained personnel who are competent in the use of fire-fighting equipment, provision of first aid and rescue techniques. Our Safety and Security Officers also organise simulated emergency drills regularly for all emergency and rescue teams.



Safety training for our employees

Continuous awareness building is essential to create a healthy and safe environment, and therefore we put up posters and distribute health and safety information sheets, newsletters and bulletins to our associates. Relevant warning signs, emergency and rescue procedures, notices and placards are placed strategically in hotel offices, workshops and welfare facilities as reminders. As an incentive programme, we have introduced a Safety Award to recognise the personnel with the best health and safety performance periodically.

Keeping track of our workplace safety and health performance is fundamental to constantly improve our workplace. As such, the Safety and Security Officers are required to submit monthly safety reports detailing any accidents, injury statistical data, health and safety training undertaken, safety inspections and audits for the Hotel General Manager's endorsement.

TRAINING AND DEVELOPMENT

We believe that providing a wide variety of training will enable our associates to continuously improve their job performance and achieve their career goals. As a commitment in our Economic Responsibility pillar, we strive to offer tailor-made learning and training programmes for our employees for holistic development. For instance, the compulsory orientation programme is designed for new joiners to get to know more about our operation and working environment. We also provide workplace health and safety training for all related personnel. Departments organise their own courses that are suitable for their operational needs. We also encourage our associates to participate in external training programmes, with subsidies available for application. In the future, we aim to offer more diverse training programmes and online training to improve the flexibility in participation.



Orientation training for new joiners



TYPES OF EMPLOYEE TRAINING PROGRAMMES AND ENGAGEMENTS

- Holistic Development
- Supervisory Training
- On-the-job Training
- Annual Management Forum
- Annual Conference (Group Sales, Group Finance)

EMPLOYEE ENGAGEMENT

Every year, we organise engagements to enrich our associates' workplace experiences. Understanding the essence of work-life balance, we regularly arrange activities for our associates, including sports competitions, and annual and Christmas parties. We also recognise the hard work and loyalty of associates that have worked with us for a certain number of years with our Year-of-service Award. Additionally, we welcome any suggestions from our associates and utilise both offline and online channels for them to express their opinions. These channels include staff meetings with the General Manager, suggestion boxes, annual surveys and our Facebook page.

Apart from taking in useful suggestions, we encourage exchange of ideas in our Group. For instance, we host management forum every year for our associates to raise their comments to our management. Some of our departments, including Sales and Finance, also have annual conference as additional opportunities to collect our people's views. To facilitate the effectiveness of communication, training sessions are organised for our associates with supervisory roles. Such arrangements allow our associates' concerns to be heard and responded to by the management.

In addition, we engage our associates in community work. Details of these activities can be found in the following community section.

COMMUNITY COMMITMENT

To put our community commitment into action, we have also set up regular volunteer programmes that not only work with us to serve and benefit the community, but also foster the younger generation's commitment to contributing to the society.

In 2016, we launched a wide variety of community programmes and sponsored a wide range of non-profit organisations in these two main focus areas. Our efforts are well recognised in our communities. We have been selected as a caring company by The Hong Kong Council of Social Service for more than 10 years. We were also recognised in "The 6th Hong Kong Corporate Citizenship Programme", which affirmed our contribution to the community.



YOUTH DEVELOPMENT

Our future society will be led by the younger generation. It is important to ensure that the younger generation receives education and development opportunities. Apart from the education provided by conventional schools, Regal brings young people out of classrooms to enjoy diverse learning experiences. In 2016, we designed a range of programmes and activities for the youth, including internships, hotel tours and NGO visits.

“REGAL HOTELS INTERNATIONAL YOUTH DEVELOPMENT PROGRAMME”

Regal is dedicated to boosting the talent pool in the hospitality industry. To achieve this, we offer opportunities for young people to gain a better understanding of our industry. Starting in 2015, we launched the “Regal Hotels International Youth Development Programme”, in which 17 students from IVE Hotel, and Service and Tourism Studies disciplines were offered with scholarships and 300 hours of internship opportunities in various operating functions, such as front office, food and beverage and housekeeping in our hotels, allowing them to gain more practical experience during the programme. For instance, interns in the front office serve guests directly and thus improve their problem-solving skills by facing various day-to-day and on-the-spot issues.



Student Award Scholarships, Regal Youth Development Programme

HOTEL TOURS

Regal provides young people with learning experience outside classrooms. Hospitality has become a hot industry in recent years and Tourism and Hospitality Studies is now an elective subject in the new Hong Kong Diploma of Secondary Education Examination. Regal has spared no effort to support education in our local community. Students studying in relevant disciplines require real-life experience to enhance their learning. Regal Riverside Hotel and Regal Oriental Hotel have cooperated with NGOs to organise hotel tours for students. We have also organised hotel visits for younger children. We have partnered with the Boys' and Girls' Clubs Association of Hong Kong to organise hotel visits and table manners training in Regal Hongkong Hotel. In this programme, children obtained life knowledge and were able to explore the hotel industry.



Student hotels tour

NGO VISITS

Regal cares about the communities that we operate in. We hope the younger generation can connect with and appreciate the community in which they live. We have organised visits to NGOs such as Yan Oi Tong, Hong Kong PHAB Association and Zion Social Service Limited. During the visits, students learned more about the services provided by the NGOs. Under the guidance of the NGO representatives, students explore different facilities in the service centre and learn about the services offered. Through partnering with NGOs that assist underprivileged people and families, students participating in the visit can build awareness of people in need. We hope to raise their concerns towards society and become responsible citizens in the future.

HEALTH ENHANCEMENT

We believe healthy living contributes to a positive society. Regal considers healthy development as important. We strive to spread the message of a healthy lifestyle and provide resources to people in need.

“SAVE OUR SEVENS” CAMPAIGN

The Hong Kong Rugby Sevens is one of the largest sporting events in the city. In 2016, the event was held in early April at Hong Kong Stadium. During the three-day event, KELY Support Group partnered with the Hong Kong Rugby Union to organise a public awareness campaign called “Save Our Sevens” during the event. The campaign aimed to provide a safe and fun environment for young people to enjoy the game. Our employees enthusiastically participated in the campaign as volunteers. As part of the campaign, they provided support to inebriated spectators with necessary first aid to reduce alcohol-related harm. We also hope to spread the message of a healthy lifestyle during this annual campaign.



Our employees showed their support for the “Save Our Sevens” campaign.

CLEANING DAY

Ronald McDonald House Charities of Hong Kong provides families with sick children with housing close to hospitals. In May, our volunteer team participated in a cleaning day organised by the Ronald McDonald House in Sha Tin. Our volunteer team assisted with cleaning, cooking and chores in the house to show support to families experiencing difficulties.



Our volunteers visited Ronald McDonald House.

CHARITY SALES

In 2016, we initiated various charity sales to raise funds for NGOs providing support to people with disabilities or illnesses throughout the year. In November 2016, Regal Hongkong Hotel held a 2-day Cookie Charity Sale with Fu Hong Society. The cookies sold in the event were made by people with disabilities which our employees also helped to sell. The activity recognised the contributions made by people with disabilities and also raised funds for the organisation.



In 2016, the Charity Cookies Sale held with Fu Hong Society was a great success.

Economic Responsibility

Business growth lies in the ability to deliver quality products and services. We emphasise equal opportunity work environment and staff development, customer experience and working with suppliers to bring additional value to our stakeholders.

COMMITMENT TO THE EMPLOYEES

As a hospitality operator, Regal is dedicated to providing the utmost care to not only our guests but also our associates. We believe that our associates are our greatest asset. Beyond adhering to the relevant laws and regulations, we are committed to helping them to thrive and develop their potential, and creating an enjoyable and rewarding working experience as specified in our comprehensive human resources policies.

We strive to offer a healthy, safe and fulfilling working environment, well-structured career path, practical on-the-job training opportunities and staff engagement events. These employee-friendly policies and initiatives are essential to the constant delivery of our quality services. Regal's Human Resources Department works closely with management in these areas for continuous improvement.

RECRUITMENT, RETENTION AND BENEFITS

Regal believes that recruiting and retaining passionate talents contribute to our continuous development. We are dedicated to providing a positive working environment that fosters our associates' growth. Apart from competitive remuneration, we also offer comprehensive welfare and benefits. Our Employee Handbook provides details on matters relating to employee compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

Regal is an equal opportunity employer. We refer to the guidelines and regulations set by the Equal Opportunities Commission as the basis of our human resources policies. Our recruitment and promotion process adheres to strict guidelines on fairness and non-discrimination. Associates are protected from all kinds of discrimination including gender, age, ethnicity, family status, sexual orientation, disability, race and religion.

COMMITMENT TO OUR GUESTS

Regal is devoted to offering quality services to our guests. Our long-standing commitment to quality and attention to details have enabled our world-class hotel management and driven us to become one of Asia's preeminent hotel brands.

In order to create a memorable experience for our guests, we are always open to listening to their needs and wants. We proactively engage and communicate with our guests through various channels, including the Regal Rewards and 925 Club, to seek their opinions on our services. We also protect customers' privacy and respect intellectual property rights throughout our operations in order to provide reliable services to our guests.



GUESTS HEALTH AND SAFETY

Regal always puts the health and safety of our guests as our highest priority. We have developed a set of procedures to assist our associates in handling emergencies in a legal and efficient manner. For example, in terms of food safety, Regal Airport Hotel has established standard requirements for food suppliers to guarantee the highest food quality and compliance with food safety standards. We have implemented the ISO 22000:2005 Food Safety Management System, in which “traceability” is the core requirement. In this manner, Regal Airport Hotel ensures the safety of incoming raw materials from suppliers.

In order to comply with the standards, our food suppliers are required to provide a full list of ingredients with supporting documents for the delivery of certain food products. Our associates also strictly follow the receiving guidelines clearly stated in our Food Safety Policy and any delivered ingredients without supporting documents will not be accepted to ensure food safety.

CUSTOMER FEEDBACK

We see customer opinions as valuable input for our continuous improvement, and we treasure every comment from our guests. Our Guest Comments Reply standards serve the purpose of ensuring that guest feedback, regardless of nature, is regarded as a priority in guest service standards.

Regal treats complaints as a driver for improvement of our facilities and services. We are able to maintain positive image of our hotels by handling and resolving guest complaints efficiently, and we aim for a “win-win” situation. We gather feedback from our guests through various means including verbal communication, guest questionnaires, food and beverage outlets and websites. Guest comments whether in verbal or written format are categorised and handled effectively and efficiently by the relevant departments at all times. All guest comments are reported and followed up on by contacting the guest in person or in writing within 48 hours. Follow-up actions are taken accordingly whenever necessary.

CONNECTING WITH OUR GUESTS

Regal offers a wide range of customised rewards programmes to suit the needs of all of our guests and to build guest loyalty for our brands. The Regal Rewards Programme was launched in 2007 and is an exclusive reward programme tailor-made by offering more refined services and special privileges to frequent travellers and loyal customers. We presently have five major loyalty programmes for our guests, namely Regal Rewards, 925 Club, Regal Card, Regal Kids Club and Airline Rewards.

CUSTOMER DATA PROTECTION

Protecting customers’ privacy is always a prime concern of Regal. We strictly comply with all laws and regulations on personal data privacy in our operating jurisdictions. Under our privacy policy, all personal data collected is handled with strict confidentiality. Various levels of access rights have been set up so that only authorised staff are permitted to access customers’ personal information. All personal information collected for membership maintenance will only be used for membership programme administration and marketing with the customers’ consent.

Apart from customer data privacy, Regal is also committed to protecting and respecting intellectual property rights. We comply with relevant laws and regulations with formulated policies to ensure that the intellectual rights are protected. Only authorised logos or trademarks are used for promotion and, where appropriate, all marketing materials will only be used for designated promotion upon mutual agreement with joint promotion partners.

SUPPLY CHAIN MANAGEMENT

Regal has an extensive and complex supply chain that encompasses vendors from different nations that provide a variety of products and services. From our food and beverage operation to our cleaning and laundry services, we maintain high standards and are committed to responsible and sustainable sourcing. We seek appropriate ways to serve our stakeholders whilst controlling quality of service and cost. Thus, we have sought to address the sustainability balance and risk in our supply chains. The Group Purchasing Department is responsible for managing procurement of items that support most of the daily operations – food and beverage products, guest room supplies and engineering materials.

We have a well-established mechanism to monitor suppliers with respect to a wide range of rules so that we can minimise the negative environmental and social impacts that may be imposed by our procurement process.

We have been a member of Green Council since 2012. We advocate Green and Local Purchases. To support the local economy and minimise our environmental footprint from transportation of products, we source from our local suppliers whenever possible. In addition, the Group promotes green procurements and gives priority to contractors and suppliers that demonstrate environmental commitment.

ENGAGING WITH OUR SUPPLIERS

Our purchasing choices not only affect the services that we deliver to our guests, but also impact the community and the environment. We work with suppliers that are grounded in the industry, and we agree on specific procurement terms and guidance for suppliers on listed criteria. As specified in our Contractor Code of Conduct and Safety, we seek suppliers that share the same core values to create a socially and environmentally sustainable supply chain.

As an extension of Regal's service, suppliers and vendors are prudently selected to ensure that all relevant work with our Group complies with all regulations. During the pre-qualification period, we request tenders to provide necessary samples and catalogues for strict testing and examination. In accordance with the Green Purchasing Policy, our Group Purchasing Manager and Group Hygiene Manager evaluate potential contractors using an On-site Evaluation Checklist to ensure that they employ good-handling techniques to process the products. This evaluation is relevant to all types of purchase, from engineering-related equipment to room service items, and it is particularly important to safeguard the safety standard of food-related procurements as they are exposed to risks that can occur during slaughtering or harvesting, storage, distribution and transportation. This process is carried out before we make any selection and afterwards we conduct regular reviews to ensure compliance throughout the term of our business relationship.

Our Group Purchasing has implemented a mechanism to regularly evaluate compliance with the Code which serves as a scorecard to record the suppliers' site conditions:

- 1) Food Storage Area Environment
- 2) Chemicals Management
- 3) Pest Preventive Facilities
- 4) Product Control & Process Control
- 5) Ambient Temperature
- 6) Personal Hygiene
- 7) Food and Frozen Food Handling and Transportation

Besides seeking suppliers with the right quality and competitive rates, we choose contractors that are ISO 9001 certified whenever possible. Contractors are also required to comply with regulations regarding employee safety at work sites. For environmental and social responsibility, we select suppliers who share the same standards and values so that we are able to maintain our guiding principles and build a solid foundation for sustainable development. The Group Purchasing Department is responsible for monitoring the quality of products regularly and ensuring the suppliers meet our Supplier Code of Conduct as a standard requirement to evaluate whether we will expand or extend our cooperation with them.

Beyond daily procurement, we take heed of sustainability considerations when engaging with our suppliers. Maintaining sustainability in the supply chain requires constant collaborative work with guests, employees and suppliers.

RESPONSIBLE SOURCING

Regal purchases recycled and other environmentally preferable products whenever they meet cost and performance requirements according to our Green Purchasing Policy. We take the environmental impact into consideration when procuring products and purchasing products that have minimal impact on the environment and human health, such as LED lighting, bio-degradable shopping bags and recycled-paper packages. We have eliminated the use of disposable cutlery and we purchase vegetables and fruit from local farmers. Additionally, we only purchase hazardous chemicals and cleaning products with eco-certificates or labels.

ANTI-CORRUPTION

Our employees and suppliers are required to comply with the Supplier Code of Conduct which is included in the Supplier/Distributor Registration Application Form. The Form is a prerequisite for any cooperation with our Group and provides guidelines on the primary consideration of managing corruption and bribery incidents. We believe that gifts among business associates are to the detriment of the fair and honest cooperative partnership. In order to improve transparency and overall ethical standards, under our strict rules, any staff member who requests or receives gifts from a supplier, in money or any other form, during business dealings may be subject to dismissal.

ANTI-COMPETITIVENESS

We encourage healthy competition to maintain fair practices across our supplier chain. Our documents on tendering procedures provide anti-collusion confirmation to reassure that no anti-competitive behaviour has been introduced. We also provide sufficient training sessions for all employees on various aspects including anti-competitive conduct and the relevant laws and regulations.

Appendix I - Awards, Recognitions, Qualifications & Membership

AWARDS AND RECOGNITIONS

Regal Hotels International Limited, our hotel management company

AWARDS AND RECOGNITIONS	ORGANISATIONS
Merit Award For Employers	Hong Kong Employees Retraining Board
Metro Awards for Service Excellence 2016 – Best Hotel Group in Hong Kong	Metro Daily & Metro Prosperity
10 Years Plus Caring Company	The Hong Kong Council of Social Service
Family-Friendly Employers Award (Corporate Category)	Family Council
Family-Friendly Employers Award (Corporate Category) – Special Mention (Gold)	Family Council
Family-Friendly Employers Award – Breastfeeding Support	Family Council
Certificate of Appreciation	Agency for Volunteer Service

Regal Airport Hotel

AWARDS AND RECOGNITIONS	ORGANISATIONS
The Best Airport Hotel in Asia-Pacific	Business Traveller Asia-Pacific Magazine
The Best Airport Hotel in the World	Business Traveller UK Magazine
Halal Certificate	The Incorporated Trustees of The Islamic Community Fund of Hong Kong
Travel Hall of Fame Award	TTG Asia Media Pte Ltd
Gold Awards in Dim Sum (Rice Rolls) Category of 2016 Best of the Best Culinary Awards – Rouge	Hong Kong Tourism Board
“Most Liked Chef” of 2016 Best of the Best Culinary Awards – Rouge	Hong Kong Tourism Board
GTA Reservations Appreciation Award 2016	GTA
Certificate of Excellence 2016	TripAdvisor

Regal Hongkong Hotel

AWARDS AND RECOGNITIONS	ORGANISATIONS
Hong Kong's Best Restaurants – Alto 88 & Regal Palace (Since 2002)	Hong Kong Tatler
Italian Hospitality Seal by Ospitalita' Italiana as Certified Restaurants	Unioncamere and The Italian Chamber of Commerce
Best Chef of the Year 2016 – Executive Italian Chef Giuseppe	Beefsteak and Burgundy Club (The Hong Kong Original – Chapter 278)
"Customer Recommended Hotel Award 2016" (2016)	eLong.com

Regal Kowloon Hotel

AWARDS AND RECOGNITIONS	ORGANISATIONS
Hong Kong's Best Restaurants – Regal Court (since 2010)	Hong Kong Tatler
Gold Circle Award	agoda.com
Certificate of Excellence 2016	TripAdvisor
Travellers Recommended Hotel 2016	eLong.com
Partner Employer Award 2016/17	Hong Kong General Chamber of Small and Medium Business

Regal Oriental Hotel

AWARDS AND RECOGNITIONS	ORGANISATIONS
Caring Company Award 2014-16	The Hong Kong Council of Social Service
Food Donation Partner	Food Grace
Hong Kong Green Organization	Environmental Campaign Committee



Regal Riverside Hotel

AWARDS AND RECOGNITIONS	ORGANISATIONS
Customer Recommended Hotel Award	eLong.com
Best Travel Partner Award	GZL Travel
Halal Certificate	The Incorporated Trustees of The Islamic Community Fund of Hong Kong
Quality Wedding Merchant	ESDLife
Quality Tourism Services Scheme - accredited Shops (Dragon Inn, Avanti, Aji Bou Izakaya, Regal Terrace and Regal Court)	Hong Kong Tourism Board
Long Service Award	Ronald McDonald House Charity
Certificate of Appointment – Signature Employer	Christian Action Training Services
Catering Industry Safety Award	Labour Department
Veggie Food Donation Program	Food Angel

iclub Fortress Hill Hotel

AWARDS AND RECOGNITIONS	ORGANISATIONS
GHM Golden Pearl Award – Business Hotel of the Year 2016	GHM (Guangdong, Hong Kong, Macao) Hotel General Managers Society
Certificate of Excellence 2016	TripAdvisor
The Best City Boutique Hotel of China	16 th China Hotel Golden Horse Awards

iclub Sheung Wan Hotel

AWARDS AND RECOGNITIONS	ORGANISATIONS
"Excellent" Guest Review Score Award	Hotels.com
Guest Review Award	Booking.com
Certificate of Excellence 2016	TripAdvisor
Top Choice for International Business Travellers	16 th China Hotel Golden Horse Awards

iclub Wan Chai Hotel

AWARDS AND RECOGNITIONS	ORGANISATIONS
"Excellent" Guest Review Score Award	Hotels.com

Regal Financial Center Hotel

AWARDS AND RECOGNITIONS	ORGANISATIONS
The Best Service Hotel in China	17 th China Hotel Golden Horse Awards
Hurun Hot Hotel Awards 2016 – Best F&B in Foshan	Hurun Report
China's Best Newly Opened Business Hotel	2016 China Tourism and Hotel Award
The Best Newly-Opened Hotel of Asia	16 th China Hotel Golden Horse Awards

Regal International East Asia Hotel

AWARDS AND RECOGNITIONS	ORGANISATIONS
Certificate of Excellence	TripAdvisor
Best Business Hotel	City Traveller Best Hotel Awards

Regal Plaza Hotel & Residence

AWARDS AND RECOGNITIONS	ORGANISATIONS
"Excellent Dining Venue" Award	Global Gourmet Magazine
Best Service Hotel for Massive Conference	The 8 th Best Hotel Awards



Regal Shanghai East Asia Hotel

AWARDS AND RECOGNITIONS	ORGANISATIONS
The Best Partner	61HR

Regal Airport Hotel, Xi'an

AWARDS AND RECOGNITIONS	ORGANISATIONS
The Best Airport Hotel in China	17 th China Hotel Golden Horse Awards
The Best Airport Hotel of the Year	9 th Asia Hotel Awards
The Best Airport Hotel of the Year	12 th China Hotel Starlight Awards
Guest Review Award	Booking.com

QUALIFICATIONS

- EarthCheck (Silver): All five Regal Hotels in Hong Kong are Silver Certified.
- EarthCheck (Bronze): iclub Fortress Hill Hotel, iclub Sheung Wan Hotel and iclub Wan Chai Hotel are Bronze Benchmarked.
- Green Hotel Awarded by China Tourist Hotel Star Rating Committee:
 - Golden Leaf Green Hotel in China: Regal International East Asia Hotel & Regal Airport Hotel, Xi'an
 - Silver Leaf Green Hotel in China: Regal Kangbo Hotel & Regal Shanghai East Asia Hotel
- Quality Water:

Under the Quality Water Supply Scheme for the Building of Water Supplies Department, the Government of Hong Kong Special Administrative Region, four Regal Hotels in Hong Kong achieved the below levels:

 - Regal Hongkong Hotel – Gold
 - Regal Kowloon Hotel – Blue
 - Regal Oriental Hotel – Gold
 - Regal Riverside Hotel – Gold

- Quality Air:

All five Regal Hotels and iclub Fortress Hill Hotel and iclub Sheung Wan Hotel in Hong Kong received Indoor Air Quality Certificates awarded by the Environmental Protection Department, the Government of Hong Kong Special Administrative Region.

- ISO Certifications:

- ISO 14064 – 1: All five Regal Hotels are certified.

- ISO 22000: Regal Airport Hotel, Regal Hongkong Hotel, Regal Kowloon Hotel & Regal Riverside Hotel are certified.

- ISO 50001: Regal Airport Hotel is certified.

- Carbon Reduction:

All five Regal Hotels in Hong Kong achieved Carbon Reduction Certificates, Hong Kong Green Organisation Certification issued by Environmental Campaign Committee.

- Wastewi\$e:

All five Regal Hotels in Hong Kong received a Wastewi\$e Certificate, Hong Kong Green Certification issued by the Environmental Campaign Committee.

- Green Organisation:

All five Regal Hotels in Hong Kong achieved the status of Green Organisation awarded by the Environmental Campaign Committee.

MEMBERSHIP

The Group has been a member of the Hong Kong Green Purchasing Charter of the Green Council since 2012, advocating Green and Local Purchases.

Appendix II - The Stock Exchange of Hong Kong Limited's ESG Reporting Guide Content Index

Subject Areas, Aspects, and General Disclosures		Chapter
A. Environmental		
Aspect A1: Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Environmental Responsibility
Aspect A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Environmental Responsibility
Aspect A3: The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impact on the environment and natural resources.	Environmental Responsibility
B. Social		
Employment and Labour Practices		
Aspect B1: Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Economic Responsibility
Aspect B2: Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Social Responsibility

Subject Areas, Aspects, and General Disclosures		Chapter
B. Social		
Employment and Labour Practices		
Aspect B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Social Responsibility
Aspect B4: Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Social Responsibility
Operating Practices		
Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Economic Responsibility
Aspect B6: Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Economic Responsibility
Aspect B7: Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Social Responsibility
Community		
Aspect B8: Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Social Responsibility

A stylized landscape illustration in shades of purple and green. The scene features rolling hills in the foreground. In the middle ground, there are several green icons: two evergreen trees on the left, a tall skyscraper, a family of three (two adults and a child) with their arms raised, a curved modern building, three small flowers, and another tall skyscraper on the right. The website address is centered in the middle ground.

www.regal.com.hk